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Remarks

The present amendment is in response to the Office Action mailed in the above-referenced case on 06/24/2005. Claims 21-28 are pending in the application. The Examiner has rejected claims 21, 23, 25 and 27 under 35 U.S.C. 102(b) as being anticipated by Bogart et al. (U.S. 6,163,607), hereinafter Bogart, and claims 22, 24, 26 and 28 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bogart in view of Brooks et al. (U.S. 5,825,869), hereinafter Brooks. Claims 21-28 are further rejected under the judicially created doctrine of obviousness-type double patenting as being unpatentable over claims 1-2, 6-7 and 11-12 respectively of U.S. Patent No. 6,584,192.

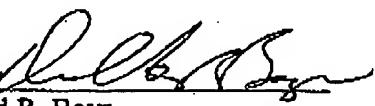
In response to the Examiner's rejections, applicant herein cancels claims 21-28 and presents newly added claims 29-36. The new independent claims recite significantly broader and simpler language pertaining to assigning tasks to agents in a service center based on an agent skill set required to service individual tasks. The new depending claims recite language and antecedent basis agreeing with the respective base claims. Applicant believes the newly presented claims 29-36 differentiate from original claims 21-28 to the degree that the 101 double patenting rejection no longer applies, and the 102(b) and 103(a) rejections of the claims on their merits are rendered moot.

As all of the newly presented base claims, and therefore the depending claims are believed to be patentably distinct, applicant respectfully requests that the rejection be withdrawn and that the case be passed quickly to issue.

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If any fees are due beyond fees paid with this amendment, authorization is made to deduct those fees from deposit account 50-0534. If any time extension is needed beyond any extension requested with this amendment, such extension is hereby requested.

Respectfully Submitted,
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